Seagate Central User Guide

Model
SRN01C

Seagate Central User Guide

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Seagate Technology LLC
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Cupertino, CA 95014
USA

Regulatory Compliance

FCC Class B Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IMPORTANT NOTE: **FCC Radiation Exposure Statement**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Note to US model owner: To comply with US FCC regulation, the country selection function has been completely removed from all US models. The above function is for non-US models only.

Industry Canada

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

IMPORTANT NOTE: (For mobile device use)

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

NOTE IMPORTANTE: (Pour l'utilisation de dispositifs mobiles)

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Battery Safety

This product contains a lithium-ion battery that must be disposed of properly.

Please follow the battery safety items below:

- Do not dismantle, open or shred secondary cells or batteries.
- Do not expose cells or batteries to heat or fire. Avoid storage in direct sunlight.
- Do not short-circuit a cell or a battery. Do not store cells or batteries haphazardly in a box or drawer where they may short-circuit each other or be short-circuited by, other metal objects.
- Do not use any charger other than that specifically provided for use with the equipment.
- Do not use any cell or battery which is not designed for use with the equipment.
- Do not mix cells of different manufacture, capacity, size or type within a device.
- Seek medical advice immediately if a cell or a battery has been swallowed.
- Do not subject cells or batteries to mechanical shock.

- In the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
- Keep cells and batteries out of the reach of children.
- Keep cells and batteries clean and dry.
- Secondary cells and batteries need to be charged before use. Always use the correct charger and refer to the manufacturer's instructions or equipment manual for proper charging instructions.
- Do not leave a battery on prolonged charge when not in use.
- After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
- Secondary cells and batteries give their best performance when they are operated at normal room temperature (20°C+5 °C).
- Retain the original product literature for future reference.
- Use only the cell or battery in the application for which it was intended.
- Dispose of properly.

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1. About Seagate Central

Seagate Central makes it easy to back up all your files, documents, and media to one location on your network, and enjoy the convenience of a shared digital library that is compatible with both Macs and PCs.

About This Guide

This guide describes how Seagate Central can help you organize and access your digital life in one central location. It shows you how to set up your device, connect Seagate Central to your network, and copy content to the device.

To get the latest firmware, how-to videos, tips and troubleshooting information, go to the Seagate Customer Support site.

Features

Seagate Central connects directly to your Wi-Fi-capable router in your home network. After it is connected, you can access your music, movies, and documents from computers, game consoles, Smart TVs, and other connected devices throughout your home.

Seagate Central is available in capacities of 2 terabytes (TB), 3TB, or 4TB, providing plenty of storage space for hundreds of high-definition movies, thousands of songs and photos, and all the important documents on your PCs and Macs.

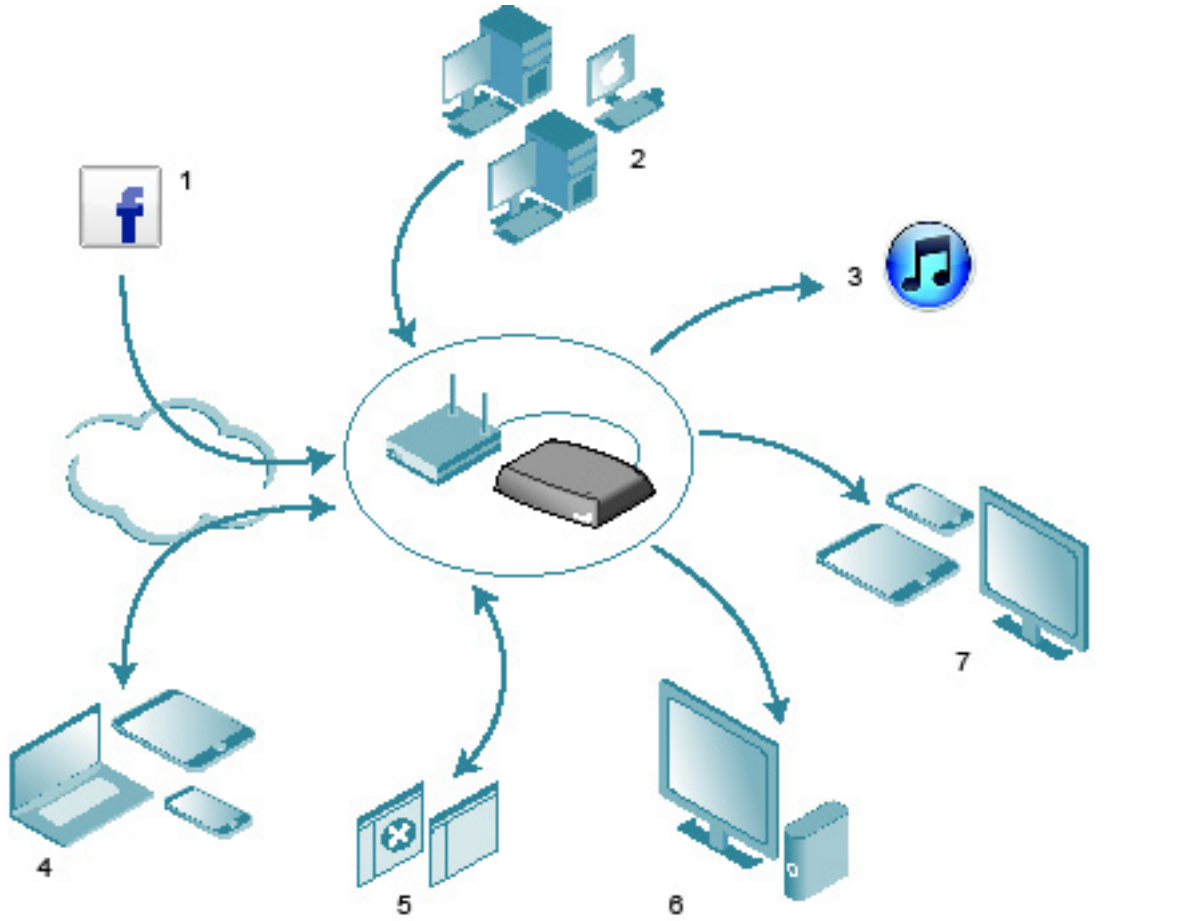

Figure 1: Seagate Central Features

Here's a list of some of the things you can do with your device:

- **(1) Archive your Facebook photos and videos.** You can link Seagate Central to your Facebook account. Seagate Central automatically downloads the pictures and videos posted in your account to the device.
- **(2) Automatically back up your computers.** On Windows systems, you can use the Seagate Dashboard to manage backups, either continuously or according to a schedule.

  For Mac computers, Seagate Central is fully compatible with Apple Time Machine. Seagate recommends that you use Apple Time Machine to back up the Mac computers in your network.

  (3) Stream music to computers running iTunes. When you copy music files to the public folder on Seagate Central, they are automatically added to a shared iTunes library. You can play the songs on any computer in your network running iTunes.

- **(4) Remotely access and share your files over the Internet.** You can access your content anywhere simply using a Web browser. You can also send invitations to other users and grant them remote access to specific directories on the device.
- **(5) Store content privately or share it with others.** You can access your files at any time. You can store content privately, secured with a user name and password, or you can place content in a *public folder*, making it available to all users on your network.
- **(6) Stream content to DLNA playback devices.** You can watch stored videos and listen to music on DLNA Certified playback devices, such as game consoles, Smart TVs, and media streaming boxes.
- **(7) Get access to your files from mobile devices and Smart TVs.** The Seagate Media app, available on Android and iOS devices, as well as select Samsung Smart TVs and Blu-ray players, allows you to access the contents of your Seagate Central on other devices.

Product Specifications

This section identifies the system requirements and hardware specifications for your Seagate Central device. For the most recent specifications, visit the Seagate Customer Support site.

System Requirements

- Router with an available Ethernet port (Wi-Fi router required for wireless file access and backup)
- Windows® 8, Windows 7, Windows Vista®, or Windows XP
- Mac OS® X 10.5.8 or later
- Internet connection for activation and online file access and sharing
- Internet Explorer® 7, Firefox® 3.x, Chrome 4.x, Safari® 3, or later Web browsers

Supported Devices for the Seagate Media App

You can use the Seagate Media app to connect to your Seagate Central using the following devices:

- iPad, iPhone, iPod touch running iOS 4 or later
- Tablets and smartphones running Android 2.2 or later
- Samsung Smart TV or Blu-ray Disc player with Smart Hub (2012 model or later)

Hardware Specifications

- Drive Capacity: 2TB, 3TB, or 4TB
- Drive Format: NTFS

- Network Connectivity: One 10/1000 Ethernet port
- USB Connectivity: One USB 2.0 port for connecting external storage devices to the Seagate Central device.

2. Setting Up Your Seagate Central

To start using Seagate Central, you first connect it to your network.

Unpacking the Box

Before beginning, make sure you have all of the items you need. If you do not find all of these items, please contact Seagate Customer Support.

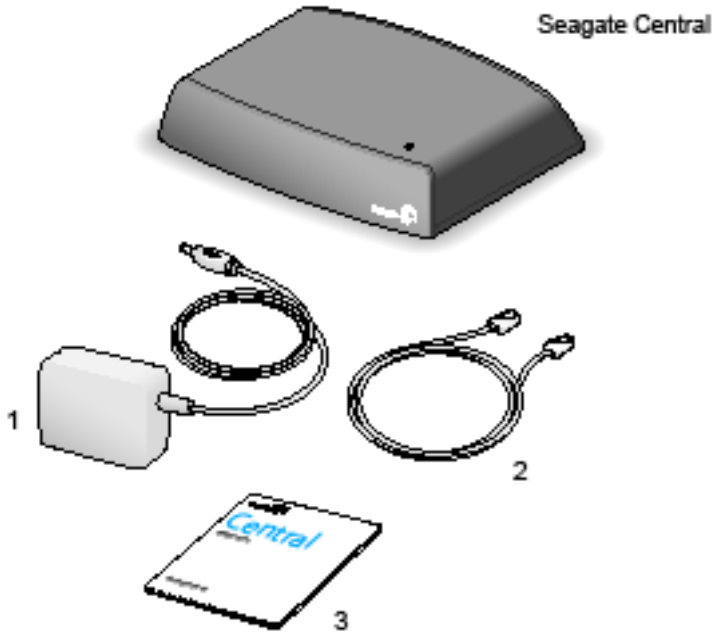

Figure 2: Seagate Central Package Contents

1. Power Adapter
2. Ethernet Cable
3. Quick Start Guide

Connecting Your Seagate Central

To connect your Seagate Central to your network:

1. Connect Seagate Central to your Wi-Fi router with the supplied Ethernet cable.
2. Attach the power adapter to the Seagate Central power port, and plug the adapter into a power outlet.

When you plug in the power adapter, the Seagate Central device begins to power up automatically. This can take a few minutes.

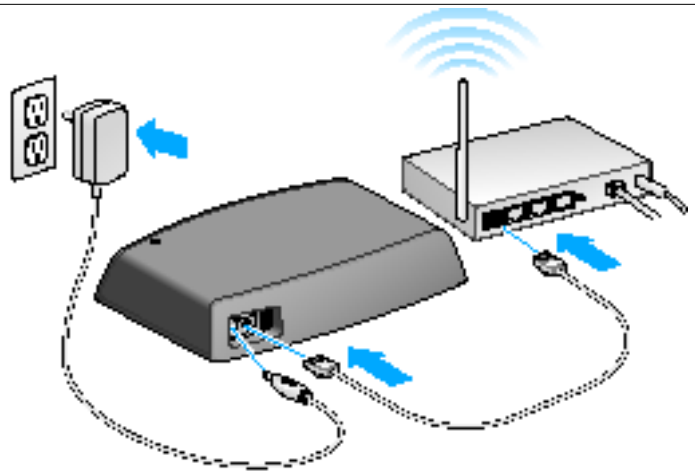

Figure 3: Connecting the Seagate Central

After connecting Seagate Central, wait a few minutes for the device to complete powering on.

Discovering Seagate Central

After Seagate Central has finished powering on, it displays as a device on your network named Seagate-*xxxxxx*, where *xxxxxx* is a factory-assigned number; for example, Seagate-FEC14E. You can find the factory-assigned number on the bottom of your device. On a Windows computer, you can see the device in File Explorer. On a Mac computer, you can see the device in the Finder window.

If your device did not show up on your network, go to *http://www.seagate.com/central/setup* for additional setup information.

Once you see Seagate Central as a network device (on Windows) or a shared device (on Macs), your setup is complete. You can copy content, stream videos and music to DLNA playback devices, and set up automatic backups. Your Seagate Central device has a folder called **Public**. All content is stored in the public folder.

To take full advantage of your Seagate device, simply create a user to be able to:

- Remotely access content while on the go
- Automatically save Facebook updates to Seagate Central
- Store and share private data that requires user and password authentication

Personalizing Your Seagate Central

To use all of the features on your Seagate Central, you simply create a user. Seagate Central gives this first user administrator privileges so you can have access to all of the features, and use the account to add other users.

On Windows computers:

a. Click **Start**, then **Computer** to list the devices connected to your computer.

a. In the left column, click **Network**.

b. Right-click the Seagate Central device, and select **View device webpage**. The Seagate Central Assistant opens in a browser.

c. Open the Public folder on the Seagate Central device.

d. Open the **Manage Seagate Central** Internet shortcut.

On Mac computers:

a. Open a Finder window and click the Seagate Central device under Shared.

b. Open the Public folder on the Seagate Central device.

c. Open the **Manage Seagate Central** Internet shortcut.

3. The first time you log in to the Seagate Central web page, you are presented with a Seagate End User License Agreement (EULA). Click **Accept**.

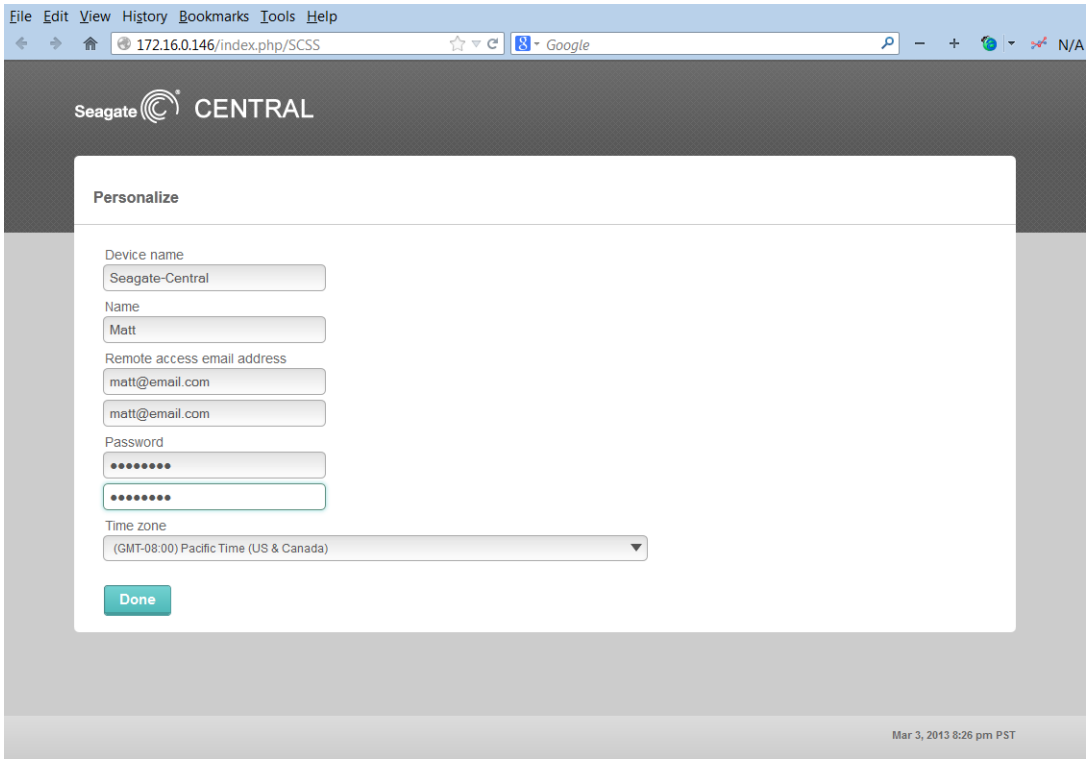

Figure 4: Personalize Page in the Seagate Central Web Interface

4. Fill in the fields on the Personalize page as follows:

   a. **Device name**: Optionally change the name of the Seagate Central device.

   b. **Name**: Enter the name for the user account (no spaces). A private folder with this name will be created on Seagate Central.

   c. **Remote access email address:** Enter an email address. Seagate Central creates a Seagate remote access account for you with this address. If you already have a remote access account with TappIn, Seagate's remote access provider, type in that email address.

   d. **Password**: Enter a password of between 4 and 64 characters for the user account and for the Seagate remote access account.

   e. **Time Zone**: Select your local time zone from the list. Seagate Central uses this setting to display the correct time at the bottom of the Seagate Central web page.

5. Click **Done** to complete the setup of the Seagate Central device and create the new user account. The new user account will have administrative privileges, including the ability to create new user accounts and change device settings.

6. The device setup process takes a few minutes to complete. When it is done, the Seagate Central web page displays information about product features. Click the **Learn more** links on the page for more information about each feature, or click **Skip getting started** to go to the Home tab of the Seagate Central administration page.
7. Check the inbox of the email account you entered in the **Remote access email address** field for information about how to activate the service.

Private Folders

After you create a user, the Seagate Central device appears in your network with the device name you specified on the Personalize page. The device contains two folders: **Public**, and the private folder created for the new user account.

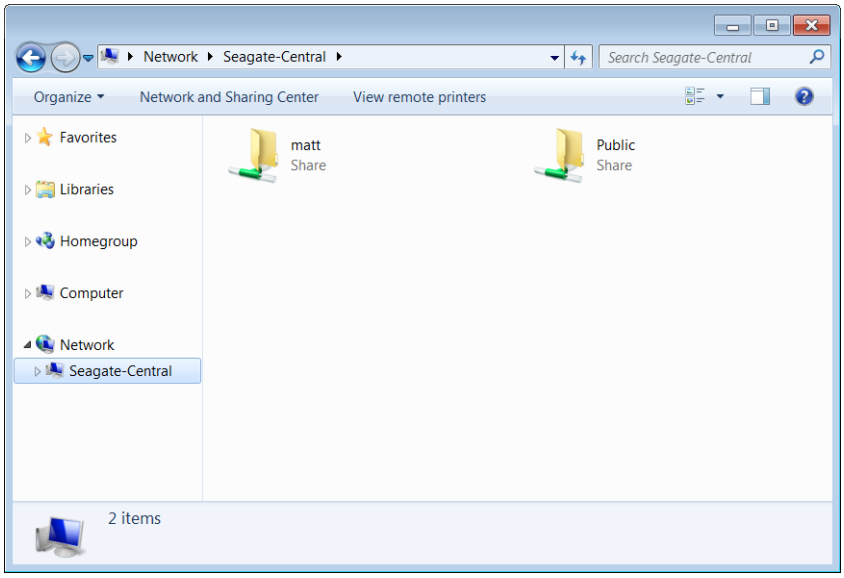

Figure 5: Public and Private Folders on a Seagate Central Device

You can use private folders in the following ways:

- Store content that you do not want others to see, such as financial information.
- Set up Seagate Dashboard or Apple Time Machine to back up your computers to your private folder. The backup is not accessible without entering the user name and password.
- Link your Facebook account to Seagate Central.
- Remotely view private content from a web browser.

Note: You cannot access content stored in a private folder with the Seagate Media app, DLNA connected devices, or iTunes.

Connecting to a Private Folder

To connect to a private folder, which allows you to view its contents and add or delete files, do the following:

On Windows Computers:

1. Click **Start**, then **Computer** to list the devices connected to your computer.
2. In the left column, expand the list under **Network** and click the Seagate Central device.
3. You are prompted to enter a network password. Enter the user name and password for the user account on the Seagate Central device.

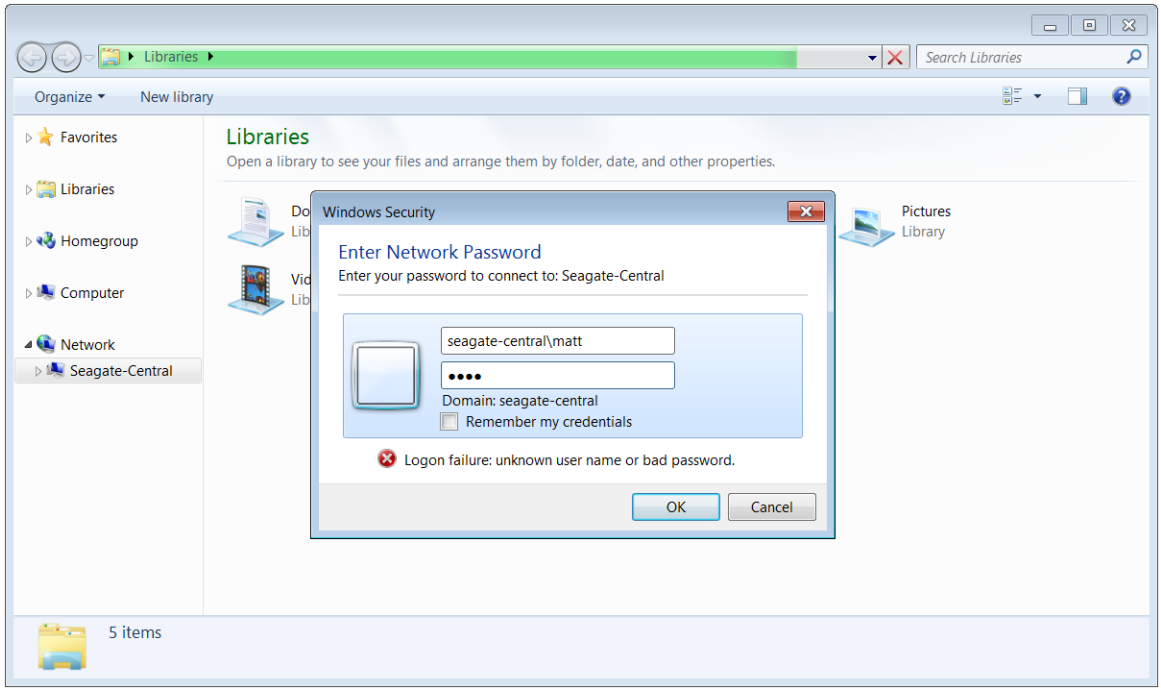

Figure 6: Entering the User Name and Password for a Private Folder on a Windows Computer

Note:

- If your Windows user name and password do not match the user name and password for the private folder on your Seagate Central, you may need to enter the Seagate Central device name along with the user name. Use the format *device\user*; for example, *seagate-central\matt*.
- If your Windows user name and password match the user name and password for the private folder on the Seagate Central, the system may not prompt you to enter them when connecting to the private folder.
- If you enter the correct user name and password, but are denied access, reboot your computer and connect to the private folder again.

On Mac Computers:

1. Open a Finder window, and click the Seagate Central device under Shared. The only folder displayed is the Public folder.

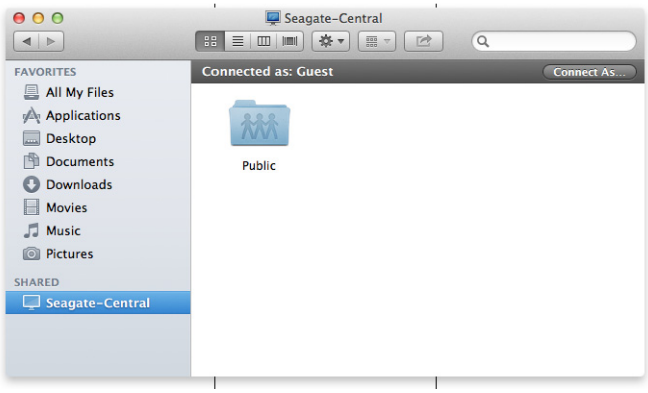

Figure 7: Public Folder Visible in Mac Finder Window

2. Click the **Connect As** button, and enter the user name and password for the Seagate Central user account.

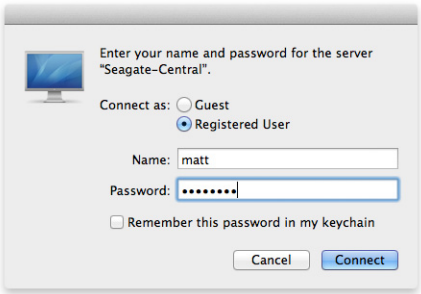

Figure 8: Entering User Name and Password for a Private Folder on a Mac Computer

3. After you connect as the Seagate Central user, the private folder is now visible.

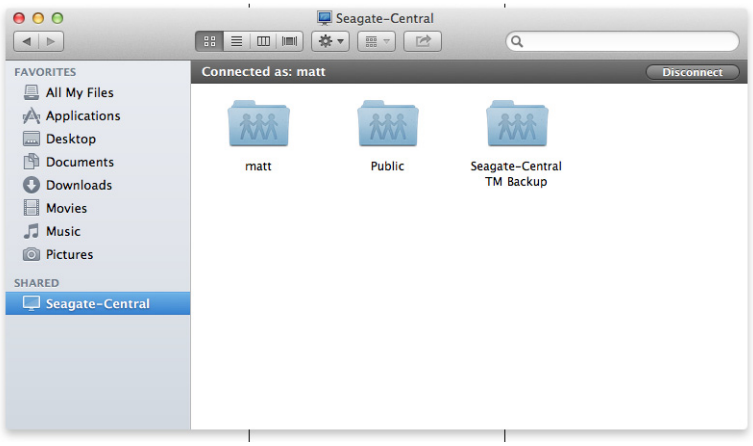

Figure 9: Viewing Public and Private Folders in a Mac Finder Window

Connecting a USB Drive to Seagate Central

Your Seagate Central features a USB 2.0 port on the rear panel. You can connect a USB drive to this port. This provides a convenient way to transfer files from your Seagate Central to a portable drive.

Figure 10 shows the location of the USB 2.0 port on the Seagate Central.

Figure 10: Location of the USB 2.0 Port on Seagate Central

When you connect a USB drive to the port, it appears as a folder on your Seagate Central (see Figure 11). You can transfer files between the Seagate Central (as well as other devices on your network) and the USB drive's folder. Copying files into the USB drive's folder copies them onto the USB drive.

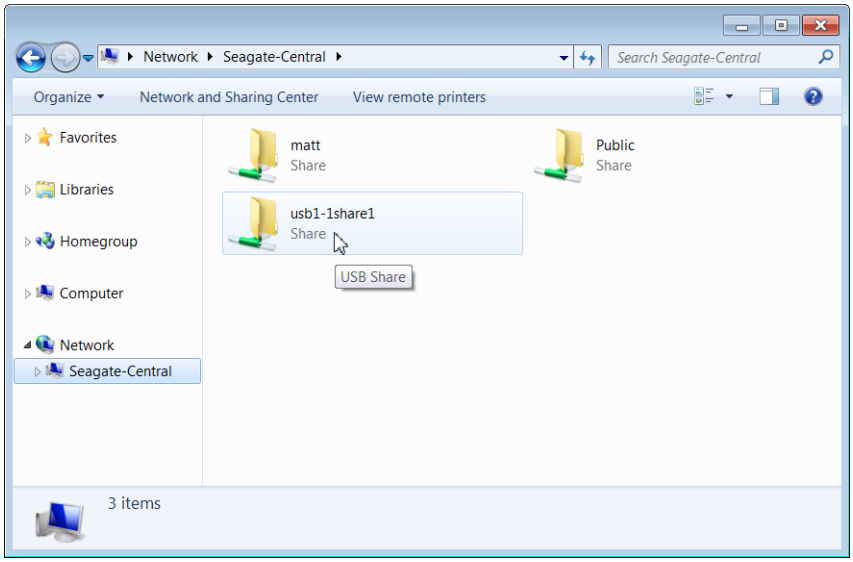

Figure 11: USB Drive Folder on Seagate Central

To display information about the USB drive, or to eject it from the system, go to the Settings tab in the Seagate Central web interface, click **Advanced**, then click **USB Manager**.

3. Backing Up Your Data

You can back up the files on your Windows and Mac computers to your Seagate Central device. You can back up files to the Public folder that anyone on your network can access or to a password-protected private folder.

- To back up Windows computers, use Seagate Dashboard, a powerful, easy-to-use data backup and media sharing utility. See "*Seagate Dashboard*".
- To back up Mac computers, use the Time Machine software that is part of Mac OS X. See *"Setting Up Apple Time Machine" on page 15*.

Seagate Dashboard

Using Seagate Dashboard, you can back up your Windows computer to Seagate Central with a single click. You can also schedule regular backups for a convenient time. If you need to restore a file from a backup device, you can select from multiple historical versions.

Installing Seagate Dashboard

Download the Seagate Dashboard software from the *Seagate website*.

Follow the on-screen instructions to install Seagate Dashboard on your Windows computer. You install the software on each Windows computer that you want to back up.

After installing the software, from the Windows **Start** menu, select **Seagate Dashboard > Seagate Dashboard** to launch the program.

Activating the Default Backup Plan

The Default Backup plan is the simplest way to start backing up your data. Seagate Dashboard automatically backs up your files to the Public folder on your Seagate Central. It then keeps running in the background, continuously backing up new and changed files. No additional configuration is required.

To activate the default backup plan:

1. On the Seagate Dashboard Home screen, click **Protect**.
2. On the Protect screen, click the **Protect Now** button.

Seagate Dashboard starts backing up your data. Seagate Dashboard does not back up the following files:

- Contents of the Windows directory
- Contents of the Program Files directory
- System files
- Hidden files

- Files on detachable USB devices connected to your computer

Creating a Customized Backup Plan

You can create your own backup plan to specify which files or directories get backed up, when the backup occurs, and where the files are saved.

1. On the Seagate Dashboard Home screen, click **Protect**.
2. On the Protect screen, click the **New Backup Plan** button.
3. Specify the files, destination, and frequency for the backup plan. You can configure each backup setting individually, or you can step through the backup configuration process by clicking the **<** and **>** buttons

   The default is to back up all files on your system, so **All Files** is selected. To back up a specific directory or group of files, deselect **All Files** and click the **Select Files** button.
4. To back up specific files, navigate to the directory or files and click the box next to each file or folder you want to back up. When you are done, click the **>** button to move to the next configuration screen.
5. Select the devices where you want to back up the files.
6. The default backup destination on the Seagate Central device is the Public folder, which anyone on your network can access. To back up files to a private folder, click **Sign in**. Select a user name from the list, and enter the password.
7. Click the **>** button to move to the next screen.
8. Indicate how often to back up the files.
9. Click the green checkmark to activate the backup plan.

   After you create a backup plan, Seagate Dashboard shows its status on the Protect screen. You can click the Pause button to temporarily stop the backup plan, the Pencil button to edit the backup plan settings, or the **X** button to delete the backup plan. If you delete a backup plan, Seagate Dashboard gives you the option to delete the files from the backup device or leave them in place.

Restoring Files from Backup

You can easily restore data backed up by Seagate Dashboard to your system. Seagate Dashboard maintains multiple versions of each file it backs up, so you can restore the most recent version or a previous version.

To restore a file from a backup:

1. On the Seagate Dashboard Home screen, click **Protect**.
2. On the Protect screen, click **Restore Files**.

   A list of active backup plans displays.

3. Click **Search for Backups** to display backup plans. Select the backup plan that has the file that you want to restore.

   If the file was saved on Seagate Central, Seagate Dashboard maintains earlier versions of the file, so you can select the most recent version or a previous version.

4. Click the **>** button and select where you want to restore the file. By default, Seagate Dashboard saves restored files in their original location on your system.

5. Click the green checkmark to restore the file from the backup to the selected location.

Setting Up Apple Time Machine

Time Machine is the backup software built into Mac OS X. You can set up Time Machine to continuously back up your system to your Seagate Central device.

1. Open System Preferences and then click **Time Machine**.

2. In the Time Machine window, click the **Select Backup Disk** button.

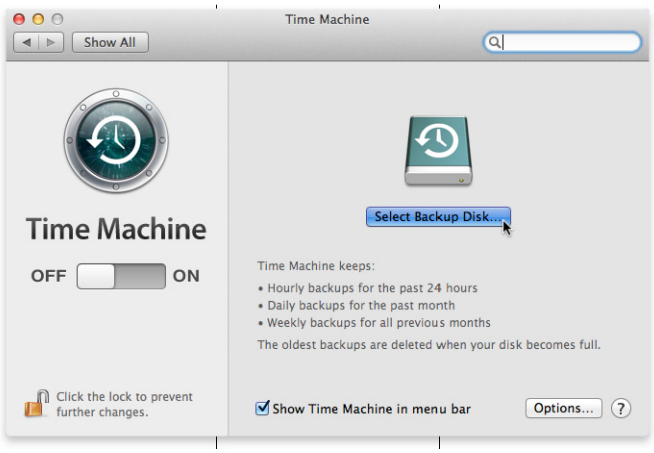

Figure 12: Apple Time Machine Window

3. Select your Seagate Central device from the list, and click **Use Disk**.

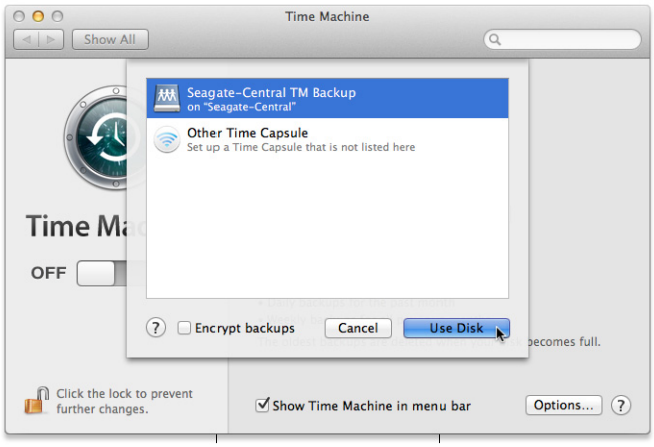

Figure 13: Selecting the Seagate Central as the Backup Disk

4. You are prompted to enter a user name and password for your Seagate Central. To back up your computer to the Public folder on the Seagate Central, click the button next to Guest and click **Connect**.

   To back up your computer to a private folder on the device, click the button next to Registered User, enter the user name and password for a Seagate Central user, and click **Connect**.

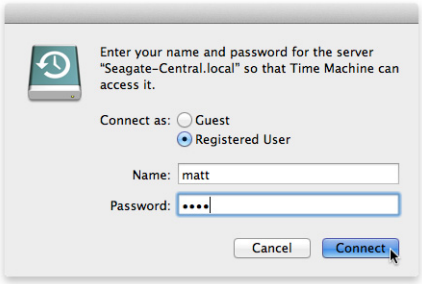

Figure 14: Connecting to Seagate Central with a user name and password

Time Machine immediately starts backing up your computer to your Seagate Central device.

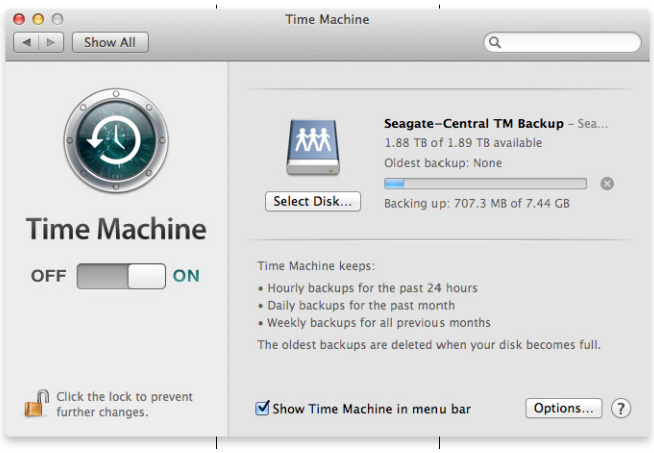

Figure 15: Time Machine Backing Up Your Mac to Seagate Central

Restoring Your Data from a Time Machine Backup

See the Time Machine online help for details about how to restore data from a Time Machine backup.

4. Playing Back Your Media

Seagate Central can stream content to the computers, tablets, phones, and smart TVs on your home network. You can play back the videos, pictures, and music stored on your Seagate Central device.

Seagate Central can stream content to the following kinds of devices:

- **Mobile devices and smart TVs.** Using the Seagate Media app, watch videos, listen to music, and view photos on iOS devices, Android devices, and Samsung Smart Hub devices.
- **DLNA Certified media players.** Stream videos, music, and photos to DLNA Certified devices, such as game consoles, smart TVs, and media streaming boxes.
- **Computers running iTunes.** Seagate Central automatically places music files on the device into a shared library in iTunes. Using iTunes, stream music from the shared library to any computer.

Playing Content with the Seagate Media App

The Seagate Media app lets you view your media on Apple iOS devices, Android devices, and Samsung Smart Hub devices.

Note: The Seagate Media app gives you access to files in the Public folder on the Seagate Central device. You cannot view files in a Seagate Central user's private folder using the Seagate Media app.

Installing the Seagate Media App on iOS and Android Devices

1. Open the Apple App store, Amazon website, or Google Play from your device.
2. Search for the Seagate Media app and install it.
3. Open and app and begin viewing and playing your media.

Installing the Seagate Media App on Samsung Smart Hub devices

1. Make sure your Samsung Smart Hub device is connected to the Internet.
2. Scroll to Samsung Apps and select it. The Samsung Marketplace loads.
3. Search for Seagate Media app. Click the app and select **Download**.
4. Review the Seagate Media app online help for information about how to connect your Seagate Central device to your Samsung Smart Hub device.
5. Open the app and begin viewing and playing your media.

To learn how to use the app to access and view your media content, review *Using the Seagate Media App*.

Playing Content on DLNA Certified Devices

You can play videos and music and view photos stored on your Seagate Central on DLNA Certified devices, such as game consoles, smart TVs, and media streaming boxes.

For example, your game console may have applications called System Video Player, System Music Player, and so on. To view a video, open the System Video Player, select your Seagate Central from the list of available media servers, and then navigate to the video that you want to play. To play a video, the DLNA Certified device must support playback of the video's format.

Note: Files in private folders are not visible to the Seagate Central through DLNA.

Re-Scanning the Seagate Central for New Content

Whenever you copy new videos, photos, or music to your device, Seagate Central needs to re-scan the device to add the new content.

To add the new content to the database, sign in to your Seagate Central as an administrative user, click the **Services** tab, then click the **DLNA** button. Click **Re-scan** to add the new content.

Disabling the Media Server

By default, the DLNA server on your Seagate Central is enabled. To disable it, do the following:

1. Log in to your Seagate Central as an administrator. See *"Logging In to Your Seagate Central" on page 36*.
2. Click the **Services** tab.
3. Click **DLNA**.
4. Uncheck the box next to Enable.

Playing Music Stored on Seagate Central in iTunes

You can listen to music stored on your Seagate Central device on any computer in your network running iTunes.

Seagate Central creates a shared music library for iTunes and populates the library with the music files stored on the device. Seagate Central periodically scans the device for new music files and adds them to the library.

Note: Seagate Central includes music in the Public folder in the iTunes shared library. Music files in private folders are not included.

To play music stored on your Seagate Central device, open iTunes and select Seagate Central from the list of shared libraries.

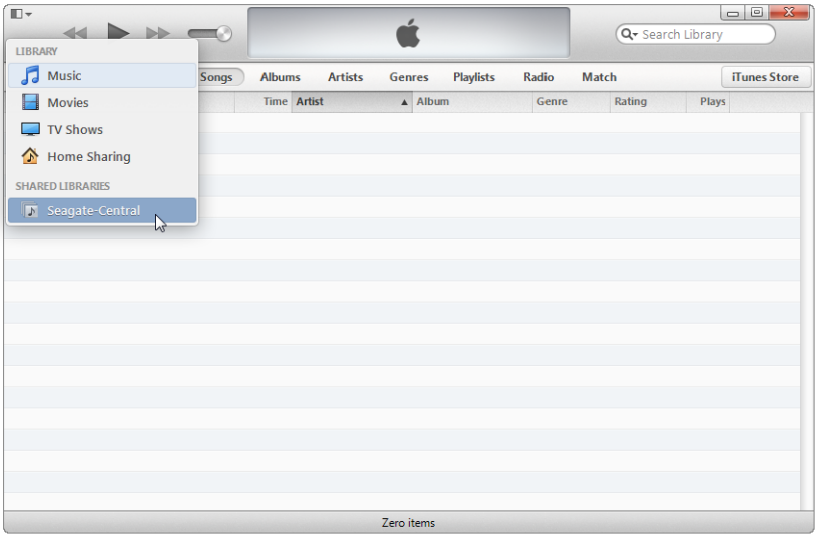

Figure 16: Selecting the Seagate Central Shared Music Library in iTunes

iTunes displays the songs in the Seagate Central music library.

To add songs to the Seagate Central music library, copy the files to the device. Seagate Central adds the songs to the library the next time it scans the device for new music.

Changing the Frequency of New Music Scans

By default, Seagate Central scans for new music once every hour. To change how often Seagate Central scans for new music:

1. Log in to your Seagate Central as an administrator. See “Logging In to Your Seagate Central” on page 36.
2. Click the **Services** tab.
3. Click **iTunes**.
4. Under Check for new music, select how often you want Seagate Central to scan for new music on the device, and then click **Done**.

Disabling the iTunes Shared Library

By default, the shared iTunes library is enabled on your Seagate Central. To disable it, do the following:

1. Log in to your Seagate Central as an administrator. See “Logging In to Your Seagate Central” on page 36.
2. Click the **Services** tab.
3. Click **iTunes**.
4. Uncheck the box next to Enable to disable the service.

5. Archiving Your Facebook Content

You can set up Seagate Central to copy pictures and videos from your Facebook account and save them to the device. This is a convenient way to preserve and protect the content you've posted online.

After you link a Seagate Central user to a Facebook account, Seagate Central periodically scans the Facebook account for new pictures and videos, and copies them to Seagate Central. You can choose whether to copy the pictures and videos to the Public folder on the Seagate Central device or to the private folder owned by the user.

Setting Up Automatic Facebook Archiving

1. Log in to Seagate Central as either an administrator or the user to which you want to link the Facebook account.
2. Click the **Social** tab.
3. Click **Add a new account**. Fill in the fields as follows:
   - In the **Facebook User Name** field, enter the login name for the Facebook account. This is usually an email address.
   - From the **Owner** list, select a Seagate Central user. If you are not logged in as an administrator, only the currently logged-in user appears.
   - From the **Folder** list, choose where to copy the files. If you select **Private**, Seagate Central copies Facebook content to the user's private folder. If you select **Public**, Seagate Central copies Facebook content to the Public folder.
4. Click **Save.**
5. On the Facebook login page, log in to the user account.

   Seagate Central creates a folder named *facebook* starts copying pictures and videos from the Facebook account to the specified folder on the Seagate Central device.

Changing Facebook Settings

1. On the **Social** tab, click the Facebook icon above the account you want to change.
2. Change the existing settings.
3. Click **Save**.

Disabling Facebook Archiving

To stop copying content from a Facebook account, click the Facebook icon above the account name on the **Social** tab, and then click **Sign out**.

If you want to remove the Facebook account from Seagate Central, click **Delete**. Removing a Facebook account from Seagate Central does not remove the files already saved on the device.

6. Using the Seagate Media App

The Seagate Media app lets you access the files on your Seagate Central device from Apple iOS, Android, and Samsung Smart Hub devices.

This chapter describes how to do the following things with the Seagate Media app:

- "Playing Videos" on page 24
- "Viewing Photos" on page 25
- "Playing Music" on page 26
- "Viewing Documents" on page 28
- "Viewing Content in Folders" on page 28
- "Downloading Content from Seagate Central" on page 29
- "Uploading Content to Seagate Central" on page 29
- "Disabling Access from the Seagate Media App" on page 30

For information about how to download and install the Seagate Media app, see "Installing the Seagate Media App on iOS and Android Devices" on page 18.

If you have activated your Seagate Remote Access account, the Seagate Media app gives you access to your files away from your home network. See "Using Seagate Remote Access" on page 31 for more information.

Note: The Seagate Media app gives you access only to files in the Public folder. You cannot view files in a private user folder.

Note: The screens in this chapter show the Android version of the Seagate Media app. The appearance of the app on Apple iOS and Samsung Smart Hub devices is similar.

Playing Videos

You can play videos that you have copied to your Seagate Central device.

1. Open the Seagate Media app on your device.

2. From the list of media types, select **Videos**.

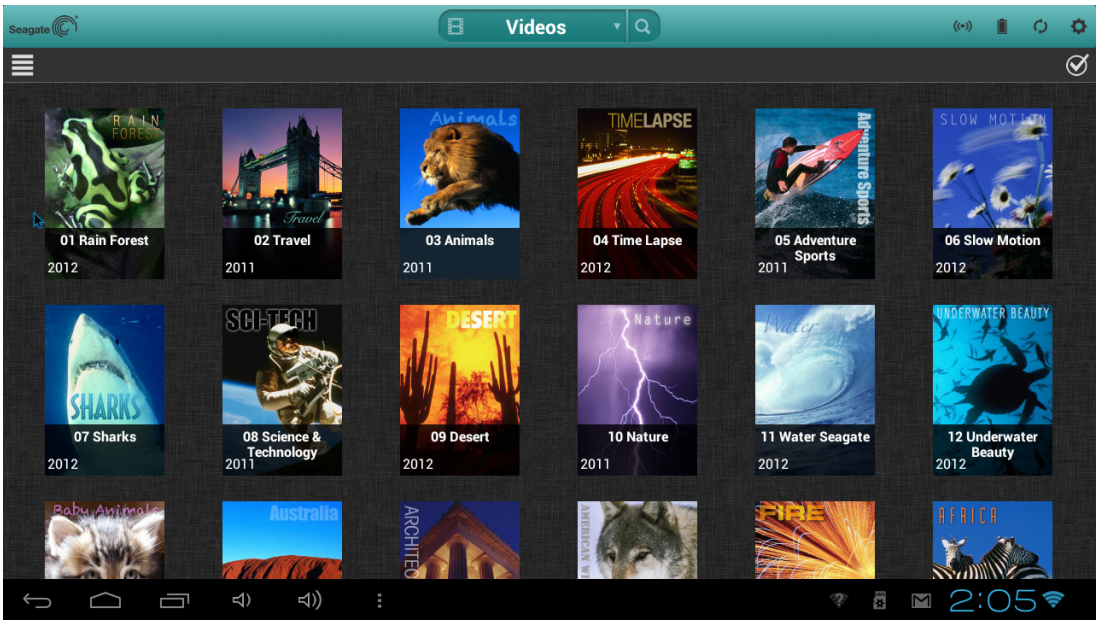

Figure 17: Seagate Media App Videos Screen

3. Tap the video that you want to play. While the video is playing, you can tap the screen again to display the Pause, Fast Forward, and Reverse buttons.

   Tip: When you pause a movie, the app bookmarks your location. When you return to the movie, you resume watching from where you paused it.

   Your device's media player might play only certain video formats. You might be able obtain a third-party media player from the app store for your device that allows you to play videos in unsupported formats.

   - To stop playback of a video, press the **Back** button on the device or close the media player.
   - To play multiple videos, tap the Options button in the top right (on Android devices; on Apple devices) and then tap each video you want to view. Then tap the Play button .
   - To play all videos, tap the Options button (or). Tap the Select All button , and then tap the Play button .

Viewing Photos

You can view photos that you have copied to your Seagate Central device.

1. From the list of media types, select **Photos**.

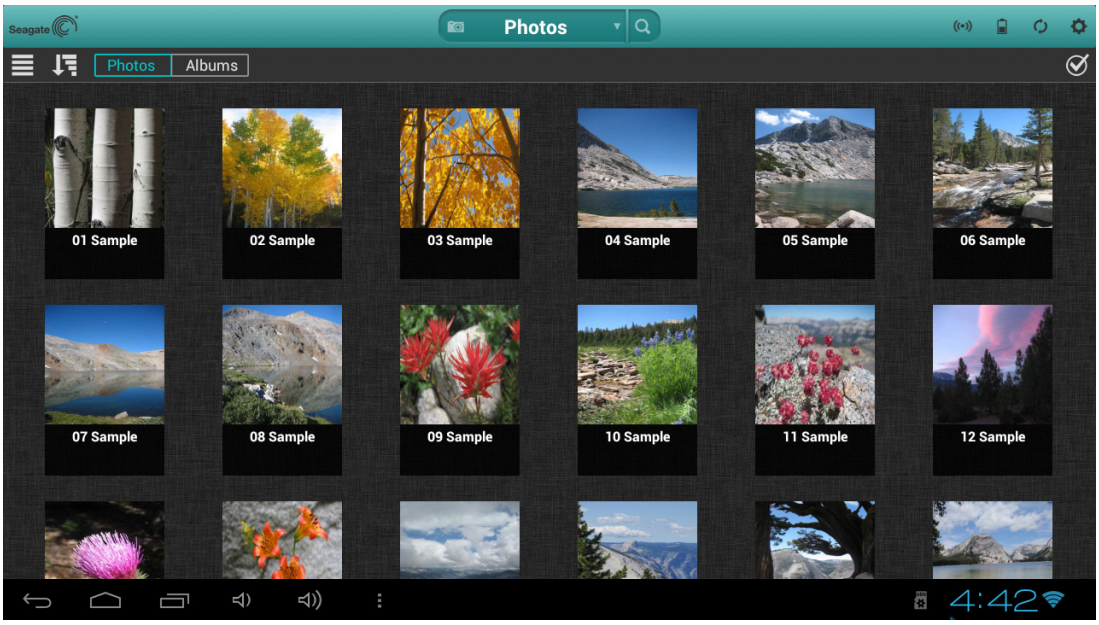

Figure 18: Seagate Media App Photos Screen

2. To view photos:

   - To view one photo, select the photo. Swipe forward or backward to show the next or previous photo.
   - To view multiple photos, tap the Options button (or), select the photos you want to view, and then select the Play button . Your photos play back as a slideshow.
   - To view all photos, tap the Options button (or), tap the Select All button , and then tap the Play button .

   To view a slideshow

   - When viewing a photo, tap the **Slideshow** button. The slideshow options appear. You can add transition, time, loop, and shuffle effects, as well as music to accompany the slideshow. When you are done adding effects, tap **Start Slideshow**.
   - To pause a slideshow, tap the screen and then tap the Pause button .

   To stop a slideshow

   - Close the current picture or click your device's back arrow or Home button.

Playing Music

1. From the list of media types, select **Music**.

   - To play one song, select the music file.

- To play multiple songs, tap the Options button (or), select the songs you want to play, and then tap the Play button .
- To play all songs, tap the Options button (or), tap the Select All button , and then tap the Play button .
- To play the contents of a playlist, tap the **Playlists** button and select a playlist.
- To display the songs in alphabetical order, tap the **Songs** button.
- To display the songs by artist name, tap the **Artists** button.
- To display album titles and artwork, tap the **Albums** button. Tap the album to list the songs in the album.
- To display songs that belong to a particular genre of music, tap the **Genre** button, and then tap one of the music genres in the list.
- To locate a specific playlist, song, artist, album, or genre, select the appropriate button at the bottom of the screen, tap the Search box, and type all or part of the name of what you are looking for.
- To play music in the background, close the Seagate Media app and use other apps on your device.

To control the currently playing song:

1. Tap the Now Playing icon to display controls for the currently playing song.

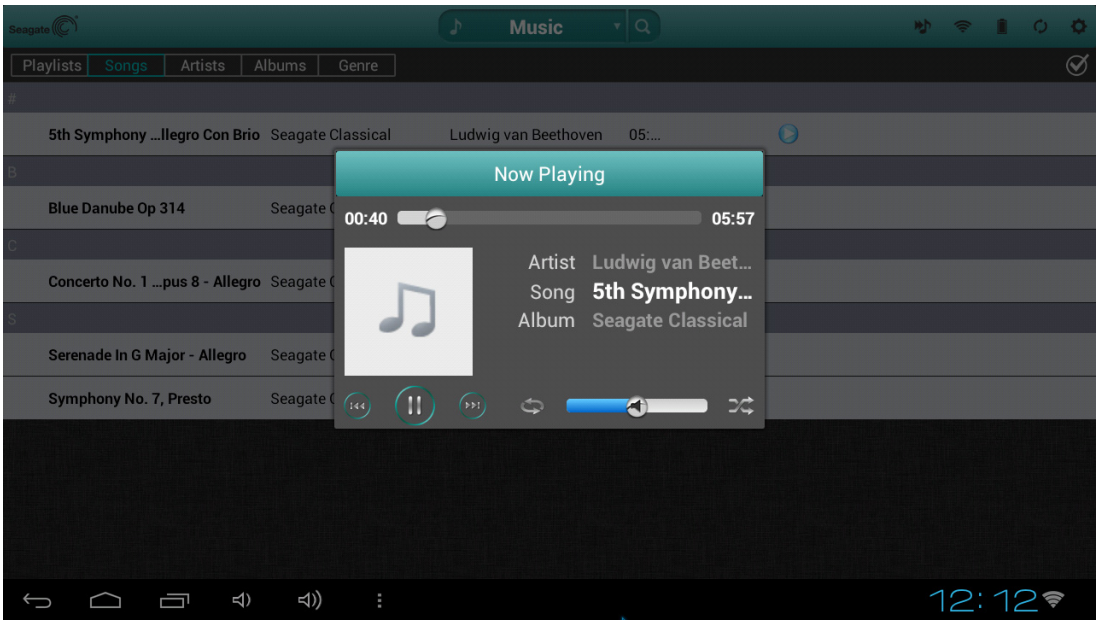

Figure 19: Now Playing Screen in Seagate Media App

- To pause the song, tap the button.

- To skip to the next song in the selection, tap the button.
- To go back to the previous song, tap the button.
- To move forward or backward within the currently playing song, drag the bar at the top of the Now Playing screen.
- To repeat the currently playing song continuously, tap the button.
- To play the songs in the selection in random order, tap the button.
- To adjust the volume, drag the volume slider at the bottom of the Now Playing screen.

Viewing Documents

1. From the list of media types, select **Documents**.

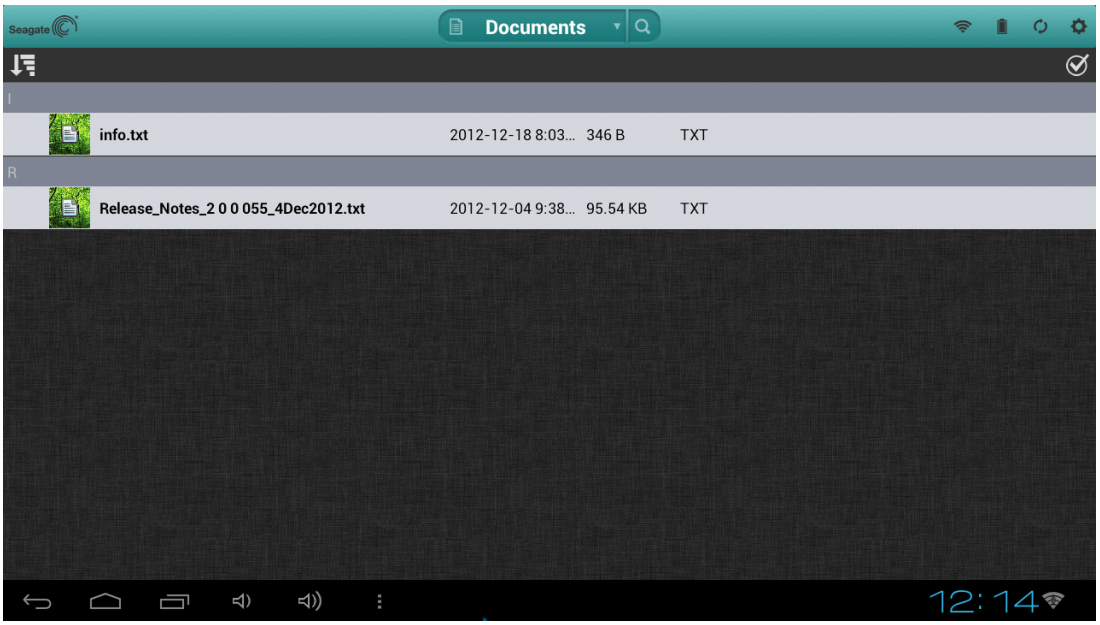

Figure 20: Documents Screen

2. Select the document you want to view.

   Not all documents can be viewed on all devices. See your device's documentation for a list of supported document types.

Viewing Content in Folders

The **Folder View** allows you to view your content in the folder structure that appears on your computer. The same playback controls are available as in the media views.

1. From the list of media types, select your Seagate Central device under **Folders & Files**.

2. If prompted, tap the Seagate Central device partition. The contents of the device are displayed as files in a folder.

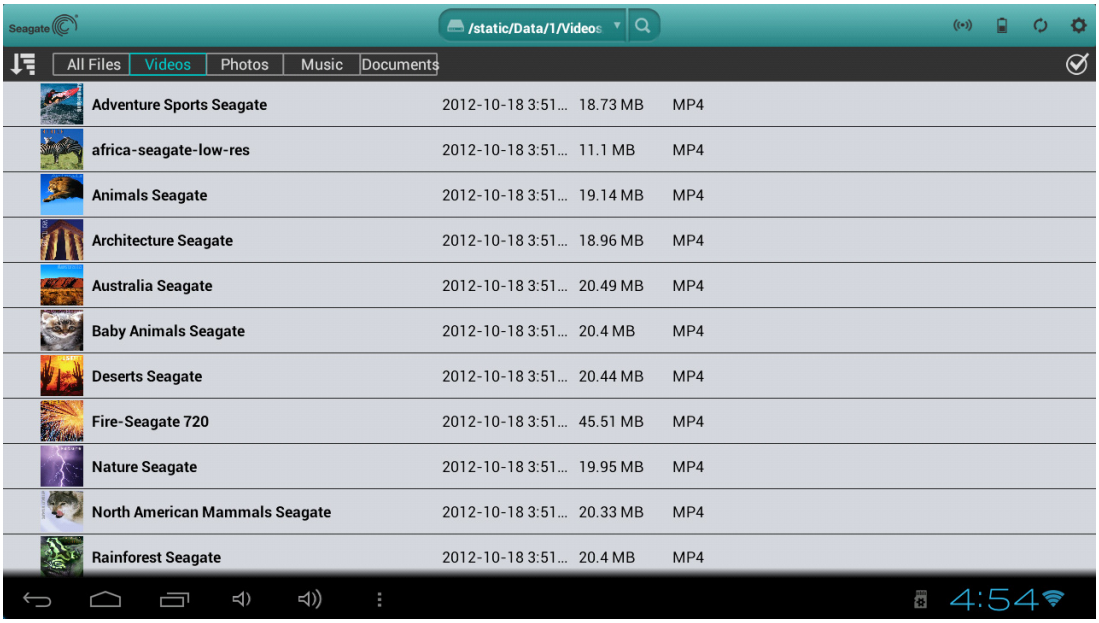

Figure 21: Seagate Central Folder View

Downloading Content from Seagate Central

You can copy files from your Seagate Central to your Apple, Android, or Samsung device. The number of files you can download is limited to the available storage space on your device.

1. Locate the files that you want to download in one of the media views.
2. Tap the Options button (or). Select the files to download or tap the Select All button .
3. Tap the download icon .

   The files begin to download to your device. To stop downloading, tap the X on the icon of the downloading file.

Uploading Content to Seagate Central

You can copy files on your Apple, Android, or Samsung device to your Seagate Central device.

1. Under **Folders & Files**, select the mobile device that contains the files you want to upload to your Seagate Central.
2. Navigate to the directory where the files are located.
3. Tap the Options button (or). Select the files to upload or tap the Select All button .

4. Tap the upload icon .

   After the files are uploaded to your Seagate Central, they are added to the Videos, Photos, Music, or Documents screen in the Seagate Media app.

Disabling Access from the Seagate Media App

By default, the files on your Seagate Central device are visible from the Seagate Media app. If you want to prevent the app from having access to files on your Seagate Central, do the following:

1. Log in to your Seagate Central as an administrator. See “Logging In to Your Seagate Central” on page 36.
2. Click the **Services** tab.
3. Click **Seagate Media**.
4. Uncheck the box next to Enable to disable the service.

   When the Seagate Media service is disabled, your Seagate Central is not visible in the Seagate Media app.

7. Using Seagate Remote Access

Seagate Remote Access is a free service that lets you access files on your Seagate Central device when you are not on your home network. You can also share files with others over the Internet.

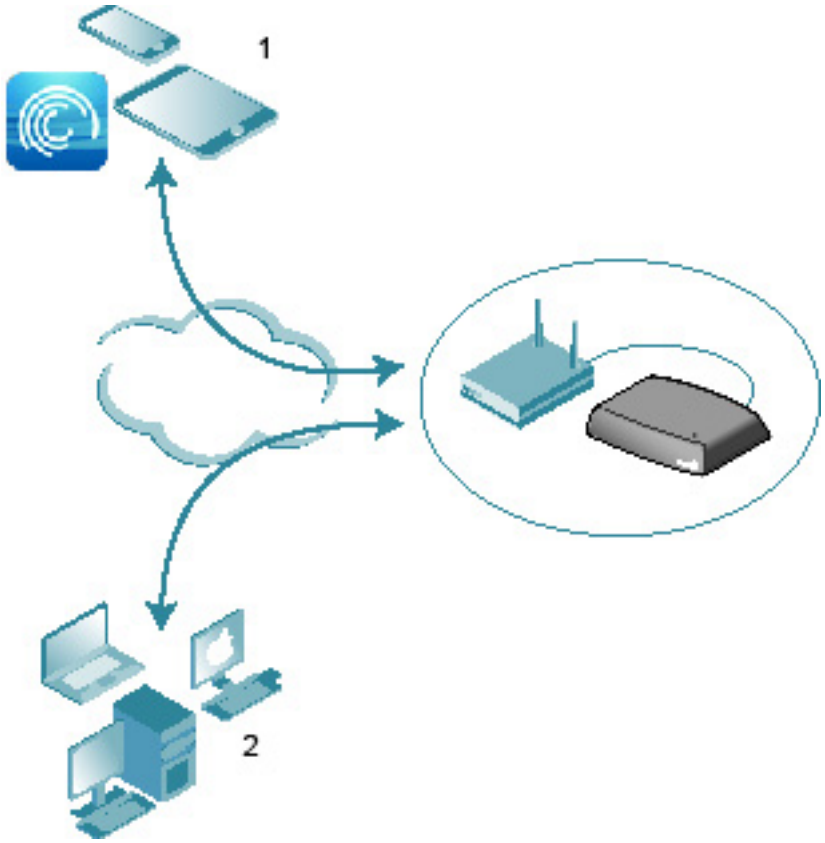

Figure 22: Accessing Your Content Remotely

1. Access the Public folder on Seagate Central from tablets and smartphones using the Seagate Media app.

2. Access the Public folder and users' private folders remotely using a web browser. Go to *http://access.seagate.com*.

You can access the content on your Seagate Central device remotely when connected to the Internet from a web browser or using the Seagate Media app on a mobile device.

- You can use the Seagate Media app on Apple iOS and Android devices to play music and videos and view pictures and documents located in the Public folder on your Seagate Central device.

- The web browser interface for Seagate Remote Access, available at http://access.seagate.com, let's you view and save files in both the Public folder and a user's private folder on the Seagate Central device. In addition, you can share folders and individual files with other users over the Internet.

Setting Up a Seagate Remote Access Account

To use Seagate Remote Access, you must have a user account and a remote access email on your Seagate Central device.

For every user that wants their own remote access account, include an email address when you add the user to Seagate central.

TIP: Users with administrator privileges can add users to Seagate Central.

For more information, review *Adding and Editing User Accounts*.

Using Seagate Remote Access with the Seagate Media App

After you create a Seagate Remote Access account, you can sign in to the account through the Seagate Media app.

Note: The Seagate Media app gives you access to content in the Public folder only. To get access to content in a private folder, log in to Seagate Remote Access using a web browser. See "Using Seagate Remote Access with a Web Browser" on page 33.

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1. Install the Seagate Media app on your mobile device. See *"Installing the Seagate Media App on iOS and Android Devices" on page 18*.
2. Open the Seagate Media app and go to the Settings screen.
   - On Apple iOS devices, tap the button at the top of the screen.
   - On Android devices, tap at the top of the screen and then tap the **Settings** button .
3. Tap **Remote Access**.
4. In the Username field, enter the login name for your Seagate Remote Access account.
5. In the Password field, enter the password for your Seagate Remote Access account. This is the same as the password for the Seagate Central user.
6. Click **Sign In** to log in to your Seagate Remote Access account.

   After you log in, content in the Public folder on your Seagate Central device is available through the app. You can stream music, view pictures, and open documents. See "Using the Seagate Media App" on page 24 for more information.

Note: Streaming music and transferring files to and from the Seagate Central device consumes data. If you are connecting to your Seagate Central using a mobile Internet data plan, check your data plan for usage limits.

Using Seagate Remote Access with a Web Browser

Seagate Remote Access provides a web-based portal to access your files from any Internet-connected browser. You can stream videos and music, view pictures, upload and download documents, and invite remote users to share files or folders on your Seagate Central device.

To log in to the Seagate Remote Access web interface:

1. Open a web browser and go to http://access.seagate.com.
2. In the Email field, enter your remote access email address.
3. In the Password field, enter the password.
4. Click **Sign In** to log in to your Seagate Remote Access account. The contents of your private folder are displayed on the **my stuff** screen.
    - To display the contents of the Public folder on the Seagate Central device, click **Public** in the left column.
    - To copy a file from your computer to the Seagate Central, click **Upload** and browse for the file you want to copy.
    - To display a list of options for a file or folder, click the icon at the bottom left corner of the file or folder.

The list of options varies based on the type of file selected.

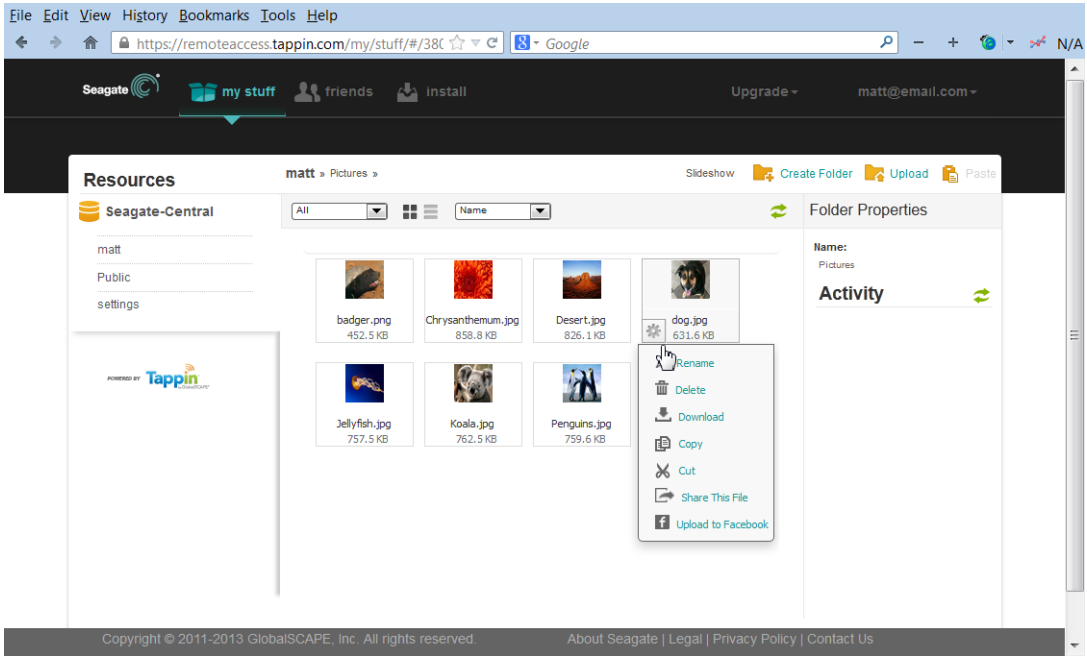

Figure 23: Selecting a file in the Seagate Remote Access Web Interface

Sharing Files with Friends and Family

You can share files on your Seagate Central device with your friends and family members. When you share a file with other users, they can log in to the Seagate Remote Access web interface and view or play the file.

For example, you can copy vacation photos and videos to a folder on the Seagate Central device and then share the folder with others. Seagate Remote Access sends email notifications to the people you have invited.

To share files and folders:

1. In the Seagate Remote Access web interface, navigate to the file or folder you want to share.
2. Click the icon at the bottom left corner of the file or folder and select **Share**.
3. In the **Share this folder with others** screen, enter the email addresses of the people with whom you want to share the file or folder and a message inviting them to view it.
4. Click **Submit** to send the invitations. The invitations contain a link to the shared file or folder.

Disabling Remote Access to Your Seagate Central Device

The Seagate Remote Access service is enabled by default on your Seagate Central device. If you want to disable the Seagate Remote Access service do the following:

1. Log in to your Seagate Central as an administrator. See “Logging In to Your Seagate Central” on page 36.
2. Click the **Services** tab.
3. Click **Remote Access**.
4. Uncheck the box next to Enable to disable the service.

   When the Seagate Remote Access service is disabled, files on your Seagate Central are no longer accessible over the Internet.

8. Administering Your Seagate Central Device

You can make changes to your Seagate Central settings and user accounts using an administrator account. If you have not created a user, complete *"Adding and Editing User Accounts".* Make sure that the user you create has administrator privileges.

Logging In to Your Seagate Central

1. Open the Seagate Central Assistant.

   On Windows computers, do the following:

   a. Click **Start** and then **Computer**.

   b. In the left column, under Network, click the Seagate Central drive.

   c. Open the Public folder.

   d. Click **Manage Seagate Central**.

   On Mac computers, do the following:

   a. Open a Finder window. Under Shared, click the Seagate Central drive.

   b. Open the Public folder on the Seagate Central drive.

   c. Click **Manage Seagate Central**.

2. On the Authentication screen, enter the user name and password for a Seagate Central administrator.

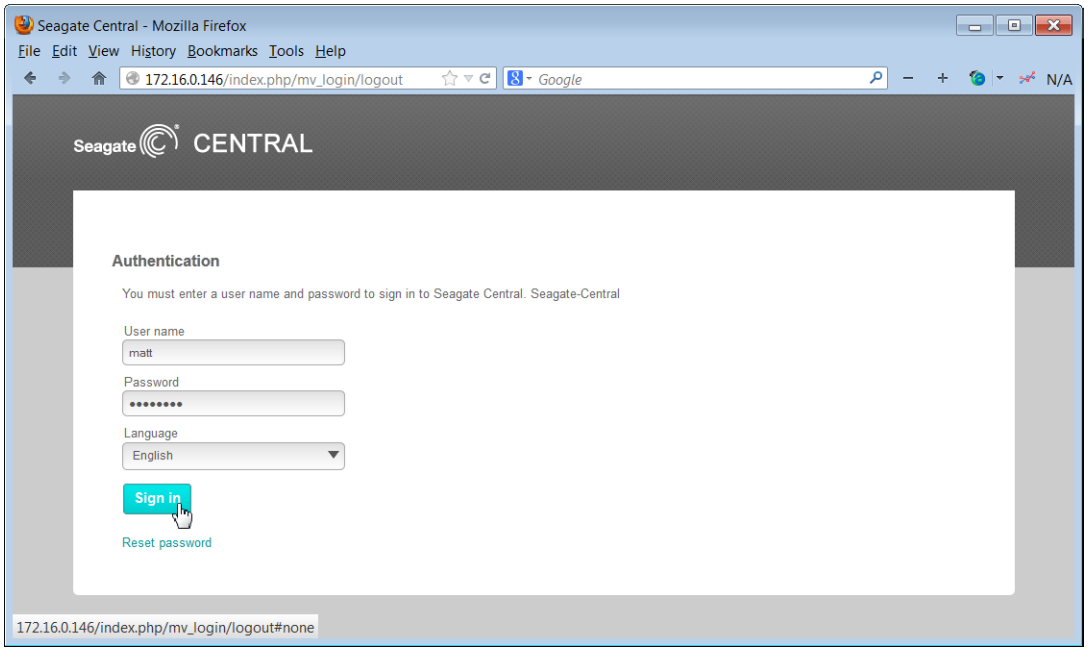

Figure 24: Seagate Central Authentication Screen

3. Click **Sign in**.

Adding and Editing User Accounts

When logged in as an administrator, you can create new user accounts and edit account settings.

Adding a User Account

1. On the Seagate Central web page, click the **Users** tab.
2. Click the **Add a new user** button.
3. Enter the user name and password for the new user. Seagate Central creates a private folder on the drive with this name.
4. In the Remote access field, enter a valid email address. Seagate Central uses this address to establish a Seagate Remote Access account, which allows the user to access content on the drive over the Internet. See “Using Seagate Remote Access” on page 31.
5. (Optional) To make this an administrator account, select **Administrator**. An administrator account can change drive settings and add and edit user accounts.
6. Click **Save** to create the new account.

Changing or Removing a User Account

If you are an administrator, you can make changes to any user account as well as remove accounts. If you are not an administrator, you can make changes only to your account, but you cannot delete your account.

1. On the Seagate Central web page, click the **Users** tab.
2. Click the account you want to change or delete.

   You cannot delete the account you are currently logged in to.

Changing Seagate Central Drive Settings

The administrator has access to the **Settings** tab, where you can make changes to the network configuration, perform diagnostic tests, and upgrade the drive firmware.

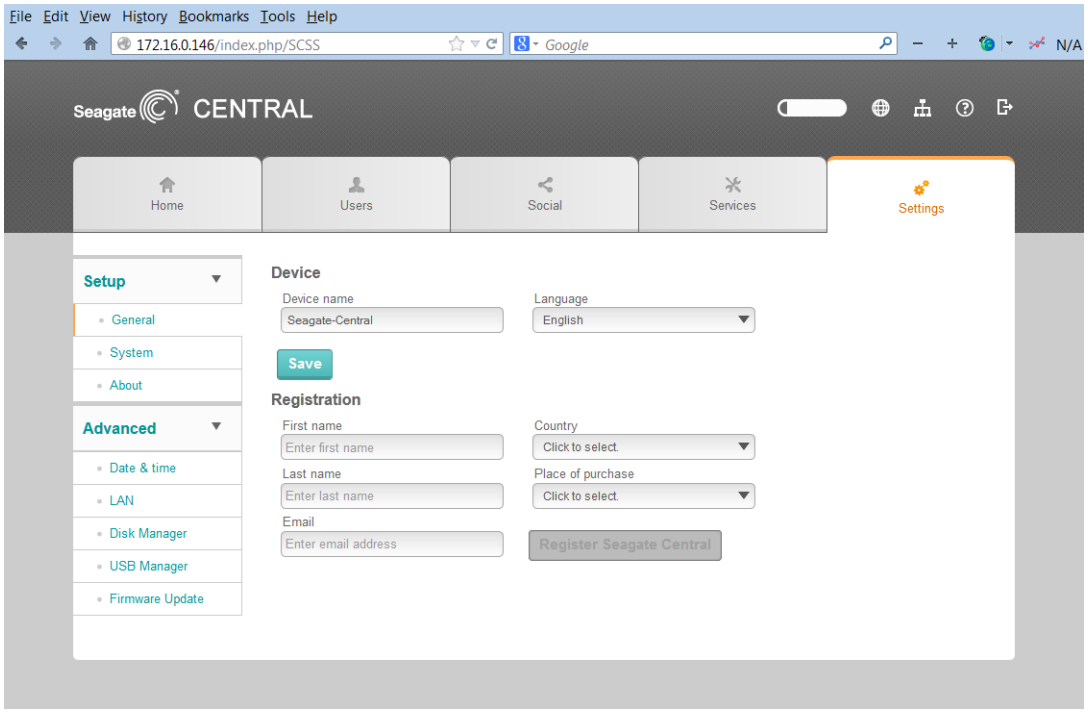

Figure 25: Seagate Central Settings Screen

The following tables describe the contents of the Seagate Central settings screen.

Table 1: Setup Section

Category	Description
General	Sets the name of your Seagate Central in your network and the language used in the Seagate Central Assistant. You can also register your drive with Seagate.

Table 1: Setup Section

Category	Description
System	• To reboot the Seagate Central, click **Restart**. • To switch off power to the Seagate Central, click **Stop**. To restart, unplug Seagate Central and plug it back in. • To reset the Seagate Central to factory default settings, click **Restore**. Files copied to the drive are not erased. • To reset the Seagate Central to factory default settings and erase all files on the drive, click **Clear all**.
About	Displays the device serial number and firmware version.

Table 2: Advanced Section

Category	Description
Date & time	Sets the date, time, and local time zone for the Seagate Central. Select **Enable NTP service** to synchronize the system time with a Network Time Protocol (NTP) server. Do not select it if you want to set the system time manually.
LAN	Configures IP address settings for the Seagate Central on your network. Set the Network mode to **DHCP client** if you want the Seagate Central to get its IP address automatically from your router (recommended). Select **Static** if you want to enter the IP address details.
Disk Manager	Displays information about the hard drive built in to your Seagate Central. Click **Run test** to run a diagnostic test on the drive. If the test result is not PASSED, contact Seagate Support.
USB Manager	Shows details about the USB drive plugged in to the USB 2.0 port on the Seagate Central. Click **Eject** to disconnect the USB drive from the port.
Firmware Update	Updates the firmware on your Seagate Central. • Update automatically to check for updated firmware and install it at a specific time each day. • Select **Check for Update** to find out if updated firmware is available from Seagate. If new firmware is available, click **Update Now** to download and install it. • If you have downloaded a firmware update from Seagate, click **Install** and browse for the file. Updating the firmware takes 5–10 minutes and requires an automatic restart of the device. During the upgrade, the Seagate Central is not available. When the upgrade is complete, the system LED is solid green.

9. Troubleshooting

You can find additional troubleshooting information from Seagate Technical Support.

Common Problems and Solutions

This section provides suggestions for solving common problems.

Manage Seagate Central Internet Shortcut Not Working

If the **Manage Seagate Central** Internet shortcut does not open in your browser, try the following.

For Windows computers:

1. Click **Start** and then **Computer**.

   d. In the left column, click **Network**.

   e. Under Storage, right-click the Seagate Central drive and select **View device webpage**. The Seagate Central Assistant opens in a browser.

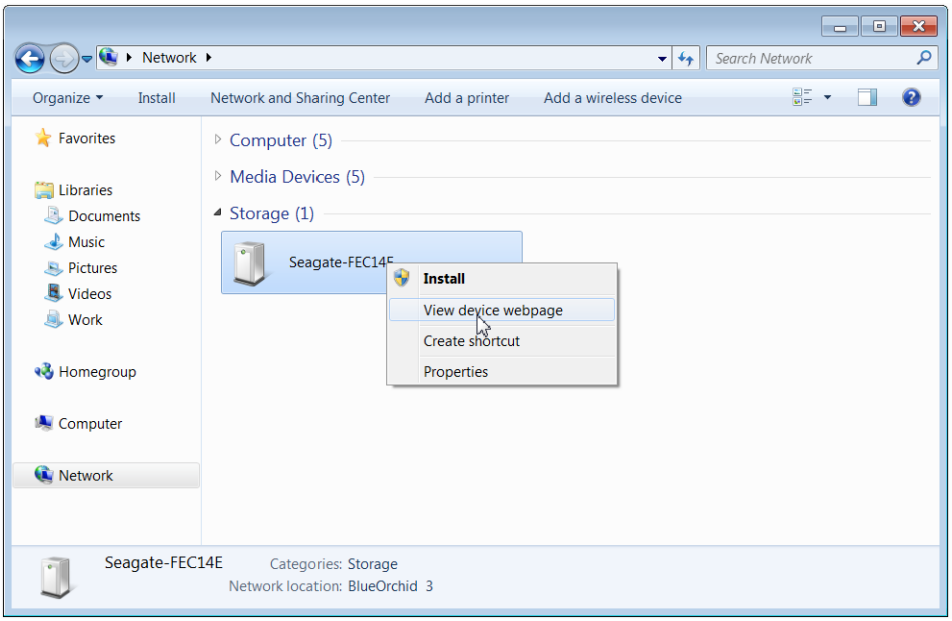

Figure 26: Opening the Seagate Central Assistant From a Windows Computer

For Mac computers:

- Use an app, such as IP Scanner (available in the Mac App Store) to list the devices in your network. Open the Seagate Central device in a browser to get to the Seagate Central Assistant.

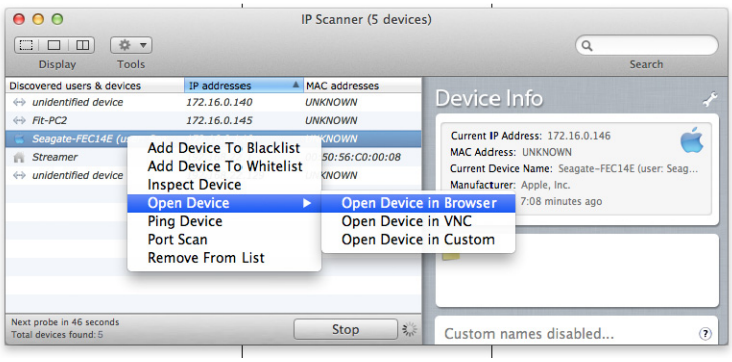

Figure 27: Opening the Seagate Central Web Page From a Mac Computer

Private Folder Is Not Accessible (Windows Only)

If you try to open a private folder after opening a private folder belonging to a different user, Windows denies access to the folder. Restart your computer, and try to open the folder again.

Logon Failure (Windows Only)

If your Windows user name and password does not match that of a Seagate Central user, Windows prompts for a user name and password when you try to connect to your Seagate Central.

At the prompt, enter the user name and password for a Seagate Central user. If you still see the Logon Failure message, include the device name of the Seagate Central with the user name, separated by the backslash character (\ ).

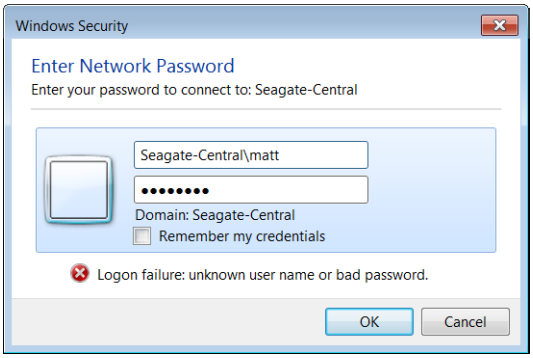

Figure 28: Entering User Name and Password for Seagate Central

Activation Email for Seagate Remote Access Not Received

Check your email spam folder for a message from noreply@tappin.com.

Seagate Media Service is Busy or Operation Failed

These messages may appear if you connect to your Seagate Central before the initial setup is complete. Complete personalizing your Seagate Central (*"Personalizing Your Seagate Central" on page 7*), restart the Seagate Media app, and then connect to your Seagate Central again.

Seagate Central Does Not Appear in Seagate Remote Access

- If your Seagate Central is not available, either from the Seagate Media app, or http://access.seagate.com, make sure that the email address you used when logging into Seagate Remote Access matches the email address for a Seagate Central user. See "Setting Up a Seagate Remote Access Account" on page 32.
- Make sure that the password for your Seagate Remote Access account matches the password for the Seagate Central user. If you are unsure if the two passwords match, then reset the password for the Seagate Central user (see page 38).

More Help

If you have not found answers to your questions, visit the Seagate website and review:

- Additional troubleshooting information
- How-to videos
- Available firmware updates
- FAQs

In addition to the information provided in this guide, you can view a tutorial for setting up and using your Seagate Central device. To view the tutorial, log in to the Seagate Central web page (see page 36) and click the **View Getting Started** button.